

IT Professional Technical Services Master Contract Program T#:902TS

Statement of Work (SOW) For Technology Services Issued By

**MN.IT Services @ DLI and the Minnesota Department of Labor
and Industry**

**Project Title: Electronic Plan Review Business and Technical
Analysis**

Service Category: Project Manager

Business Need

MN.IT Services @ DLI (MNIT) and the Department of Labor and Industry are in the process of exploring the purchase of electronic plan review software (ProjectDox) for its Construction Codes and Licensing Division (CCLD). The process for plan review is now manual, requiring the submission of plans in hard copy format which results in additional costs to procure and store the documents. The implementation of plan review software is part of the strategic plan of DLI and MNIT to automate manual processes to gain efficiencies and time savings.

Prior to the purchase and implementation of the plan review software, CCLD is requiring that a “gap” analysis be completed to identify potential changes to business processes that will be required to begin receipt and review of plan reviews electronically, and to provide a documented design, a training plan, integration specifications and a detailed implementation schedule and plan. CCLD currently utilizes TRAKiT and eTRAKiT for the receipt and tracking of plan review applications and the new software must be integrated with these products. An analysis of hosting options for the software is also required.

Key stakeholders from CCLD and MNIT will participate in interviews, meetings and the review of deliverables. Completion of this work effort will provide the deliverables to enable CCLD and MNIT to move forward with the implementation of Plan Review software.

Project Deliverables

- 1) **Identify the Requirements for the Business Process:** Use interview process to review the current process; ascertain what information and other inputs are needed to perform each task, including identifying the source for each input; and

identify the outputs (or deliverable parts) of each task, who the recipients are and why they need what they receive.

- 2) **Conduct group interviews:** Conduct user group sessions to validate and refine the information. Summarize the information and distribute it to the process participants for feedback and updating.
- 3) **Document the Current Business Process:** Create a Process Flowchart or Process Map, and a Sequence Diagram to visually show the people and systems in the process as well as all of the exchanges of data, as well as the input and output for each step of the process.
- 4) **Analyze the Business Process Requirements:** Perform task analysis to evaluate the activities performed in each task to determine if the activities are efficient and whether they are all focused on meeting the task objective. Compare task analysis information to the results from individual interviews to determine inconsistencies and identify any activities and task outputs that may be unnecessary. Identify potential process changes based on the current process flow versus the process flow derived from requirements.
- 5) **Integration Analysis and Design Specifications:** Consult with CRW to determine TRACKiT and eTRAKiT integration requirements and specifications based on business process requirements and ProjectDox software. Provide detailed integration plan and design specifications.
- 6) **Technical Hardware/Software Specifications:** Meet with MNIT to discuss and document options for hosted solutions.
- 7) **Documentation and Project Planning:** Document findings based on the Business Process Analysis and develop Business Process Implementation documents, using the new/modified process, including:
 - ProjectDox Design Documents
 - Task Assignments and Staffing Plan
 - Project Plan (Implementation, Training, and Rollout), including a detailed time schedule
 - Training Plan
 - Fixed Cost for ProjectDox project including software, Implementation services, Training services, Rollout services, and options for Hosted Solutions.

Project Milestones and Schedule

Project Start Date: 12/2/13

Key Deliverable Dates (deliverables are defined above):

- Identify the Requirements for the Business Process – 12/6/13
- Conduct group interviews – 12/13/13
- Document Current Processes – 12/20/13
- Analyze the Business Process Requirements – 1/3/14
- Integration Analysis and Design Specifications – 1/10/14

- Technical Hardware/Software Specifications – 1/17/14
- Documentation and Project Planning – 1/24/14

Project End Date: 1/31/14

Project Environment (State Resources)

MN.IT @ DLI and DLI will provide access to the following resources:

- Administrative Support staff who process initial applications for plan review (3)
- Plan Review staff (3)
- Project Manager to work with vendor staff to coordinate and plan (1)
- TRAKiT and eTRAKiT administrator (1)
- CIO (1)
- Applications Services Manager (1)
- Network staff (2)
- TRAKiT and eTRAKiT technical support staff (2)
- Database Administrator (1)

Agency Project Requirements

This engagement is to complete tasks and prepare documentation as defined in the project deliverable section of this statement of work according to the guidelines approved by the State Project Manager. The selected vendor will utilize industry standard methodologies in completing their tasks and deliverables.

The vendor will be required to identify any specific technology issues related to the integration of the ProjectDox software with TRAKiT and eTRAKiT.

The work during this engagement may be performed both onsite at 443 Lafayette Rd, St Paul, MN and at the vendor's office location. All interviews and requirements session must be held in person at the DLI office location.

Responsibilities Expected of the Selected Vendor

- The vendor will provide a work plan prior to the commencement of this work effort to be approved by the State.
- The vendor will notify the State Project Manager immediately if there have been items identified that will impact the completion of the project in a timely fashion.
- Any change to the project deliverables or timelines must be documented by the vendor and approved by the State.
- Documentation created by the vendor during this engagement must be provided to the State via an electronic method (Word, Excel or PDF). The State will own all resulting documentation from this engagement.
- The vendor will be responsible for facilitating all interviews or requirements sessions.
- The vendor will be responsible for documenting the interviews and requirements sessions.

- The vendor will complete all deliverables and documentation listed in this SOW.

Required Skills

- Master Contract resource type/category: Project Manager
- Years of experience: At least three (3) years of Project Management and business analysis skills are required
- Required Skills: The submitted candidate must be experienced with developing requirements, workflow and interfaces for the ProjectDox software

Desired Skills

- Previous experience with conducting Facilitation skills
- Working knowledge of plan review theories and processes
- Working knowledge of TRAKiT and eTRAKiT software
- Skill in completing detailed analyses and planning for the implementation of software
- Previous experience creating documents in accessible formats

Process Schedule

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|--|--------------------------|
| • Deadline for Questions | 11/13/2013, 4:00pm (CST) |
| • Anticipated Posted Response to Questions | 11/15/2013, 4:00pm (CST) |
| • Proposals due | 11/21/2013, 4:00pm (CST) |
| • Anticipated proposal evaluation begins | 11/22/2013, 4:00pm (CST) |
| • Anticipated proposal evaluation & decision | 11/25/2013, 4:00pm (CST) |

Questions

Any questions regarding this Statement of Work should be submitted via e-mail by 11/13/2013, 4:00pm (CST)

Name: Betty Baron
 Department: MN.IT Services @ DLI
 Email Address: betty.baron@state.mn.us

Questions and answers will be posted on the Office of MN.IT Services website by approximately 11/15/2013 4:00pm (CST) (http://mn.gov/buyit/statements/mcp902ts_active.html).

SOW Evaluation Process

- Experience (30%)
- Three References (10%)
- Work Plan (30%)
- Cost (30%)

Statement of Work does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.

Response Requirements

- Introduction
- Company experience
 - a) Describe experiences/skills of all staff that will be assigned to this project and have conducted work similar to the proposed engagement.
- Project Overview
- Detailed response to “Business Need” and “Project Requirements”
 - a) Description of the vendor’s understanding of the needs and requirements associated with this project and how they will complete the required deliverables.
- Detailed workplan including:
 - a) Explain how the vendor will approach their participation in the project. This includes:
 - 1) Organization and staffing addressing required and desired skills
 - 2) Work-plan with proposed deliverable schedule
 - 3) Contract/change management procedures
 - 4) Documentation of progress such as status reports
- Fixed price including a milestone payment schedule that includes staggered payments based on the schedule of deliverables:
 - 1) Cost
 - 2) Assumptions
- References: Provide three clients using the solution
- Conflict of interest statement as it relates to this project
- Required forms to be returned or additional provisions that must be included in proposal
 - a) Affirmative Action Certificate of Compliance (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
 - b) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
 - c) Certification Regarding Lobbying
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
 - d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

Proposal Submission Instructions

- Response Information:
 - a) Address the response to Betty Baron
 - b) Respond via email to betty.baron@state.mn.us
 - c) Required signature documents can be faxed to 651-284-5724
 - d) Label the response: Electronic Plan Review Analysis
- Submit response via email to betty.baron@state.mn.us

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Liability

Indemnification

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

Disposition of Responses

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFP, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or

planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

All documents and other work products delivered by the vendor must be accessible in order to conform with the State Accessibility Standard. Information about the Standard can be found at: <http://mn.gov/oet/policies-and-standards/accessibility/>.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Preference

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to **certified small businesses** that are **majority-owned and operated by**:

- (1) recently separated veterans who have served in active military service, at any time on or after September 11, 2001, and who have been discharged under honorable conditions from active service, as indicated by the person's United States Department of Defense form DD-214 or by the commissioner of veterans affairs;
- (2) veterans with service-connected disabilities, as determined at any time by the United States Department of Veterans Affairs; or
- (3) any other veteran-owned small businesses certified under section [16C.19](#), paragraph (d).

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation.** Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.